

Application No. 09/823,991  
Amendment dated: February 10, 2004  
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**Amendments to the Drawings:**

Attached are sheets replacing all the drawings currently on file. Sheets 1 -23, containing Figures 1 -23 are attached at the Appendix, and replace original sheets 1 - 23.

Line weights have been increased in all the drawings.

The attached sheets include changes to Figures 1, 3, 4, 5, 14, 15A, 15B, 16, 18, 21, 22 and 23.

In Figure 1, reference numeral 400 has been amended to 500, in accordance with the description.

In Figure 3, reference numerals 132, 134 and 136 have been deleted.

In Figure 4, the blocks have been labelled "Policy Pointer ID" and Specific Policy Instance", in accordance with the description.

In Figure 5, the line 129A has been extended to properly attach to policy 124A, in accordance with the description.

In Figure 14, reference numerals 120C, 120D and 120D have been amended to 120C, 120D and 120, and quotation marks have been added to the destinations, in accordance with the description.

In Figure 15A, quotation marks have been added to the destinations, in accordance with the description.

In Figure 15B, reference numeral 12B has been amended to 112X, and quotation marks have been added to the destinations, in accordance with the description.

In Figure 16, quotation marks have been added to the destinations, in accordance with the description.

In Figure 18, reference numerals 112E, 112F, 114M and 114N have been added to the destination and node agents, respectively. The blocks representing policy 120 and device agent 116 have been switched, in accordance with the description, and the block 120D has been deleted, as it is no longer described.

In Figure 21, the arrows connecting blocks have been made double ended, in accordance with the description.

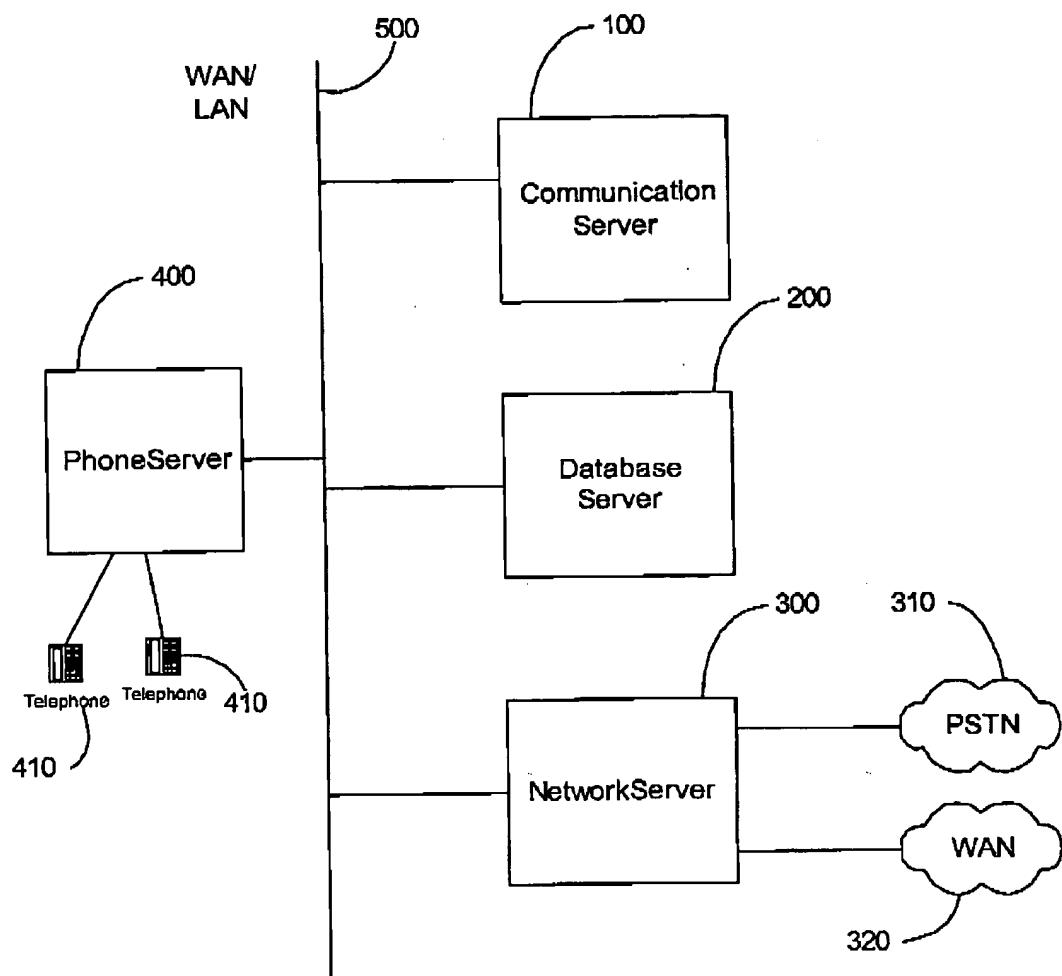
In Figure 22, communication record 170 has been joined to agent 110, in accordance with the description.

In Figure 23, event T has been circled to correspond to the event depiction in Figure 22, and arrows linking the event T, the agent 110 and table 198 have been added, in accordance with the description.

Attachment: Replacement Sheet(s) 1 through 23 of 23.

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**Appendix****Figure 1 (Prior Art)**

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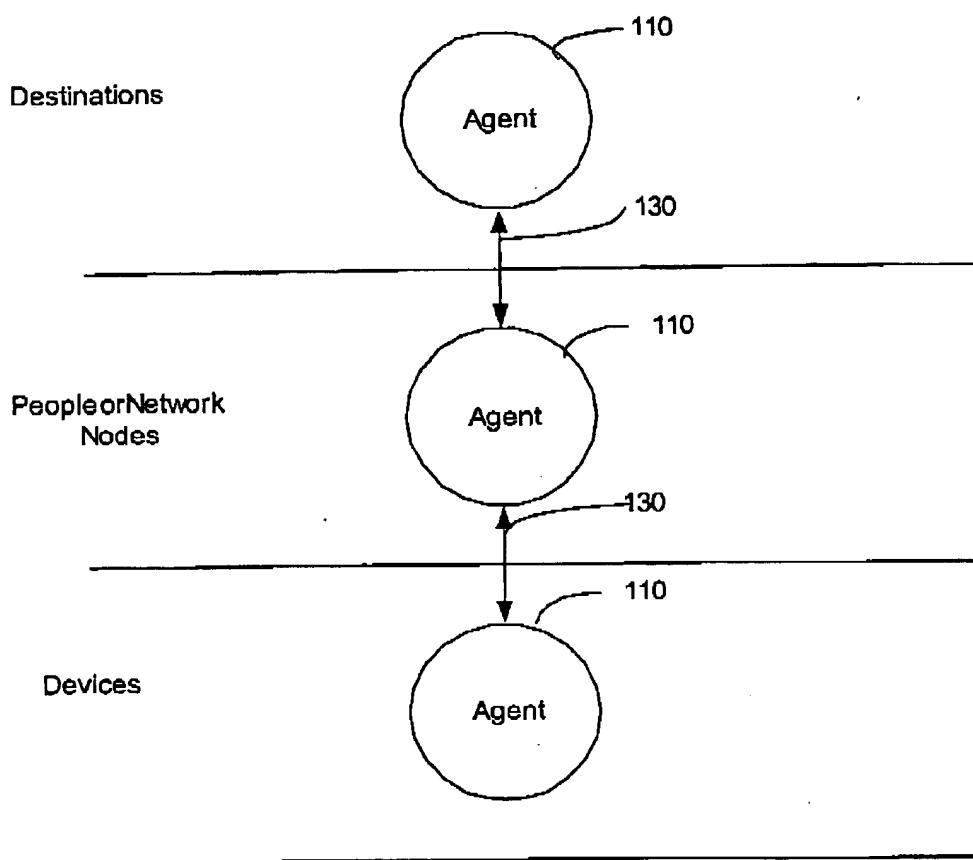


Figure 2

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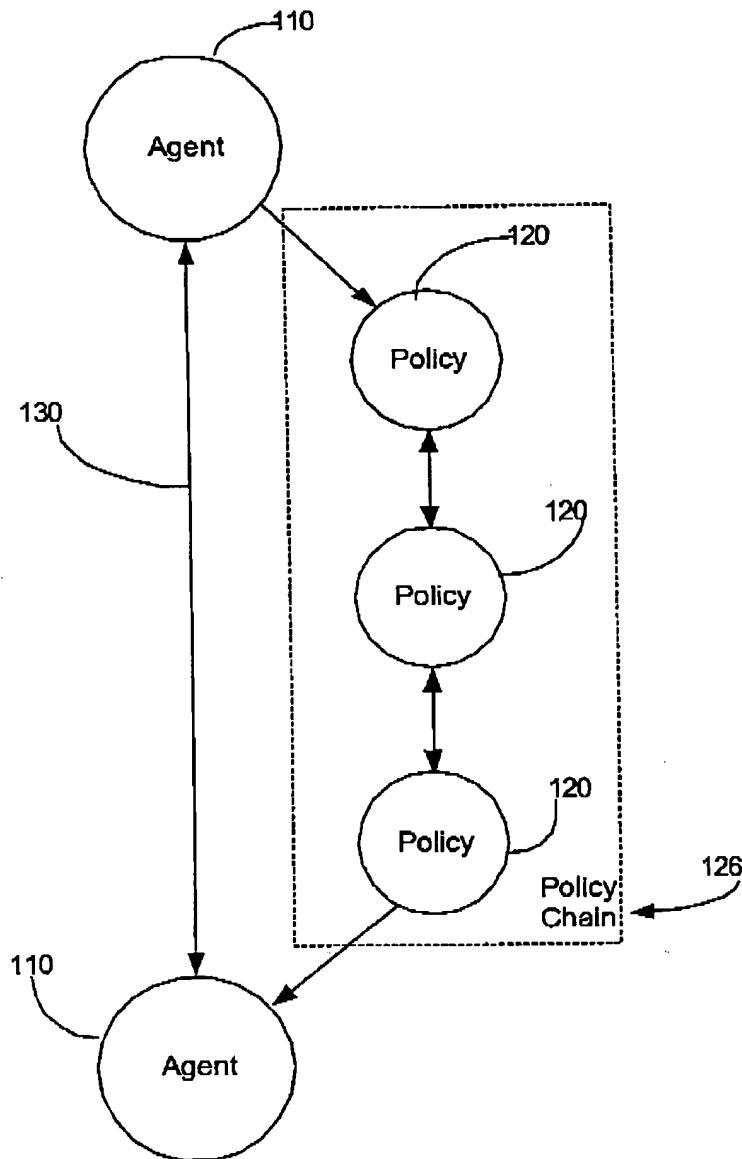


Figure 3

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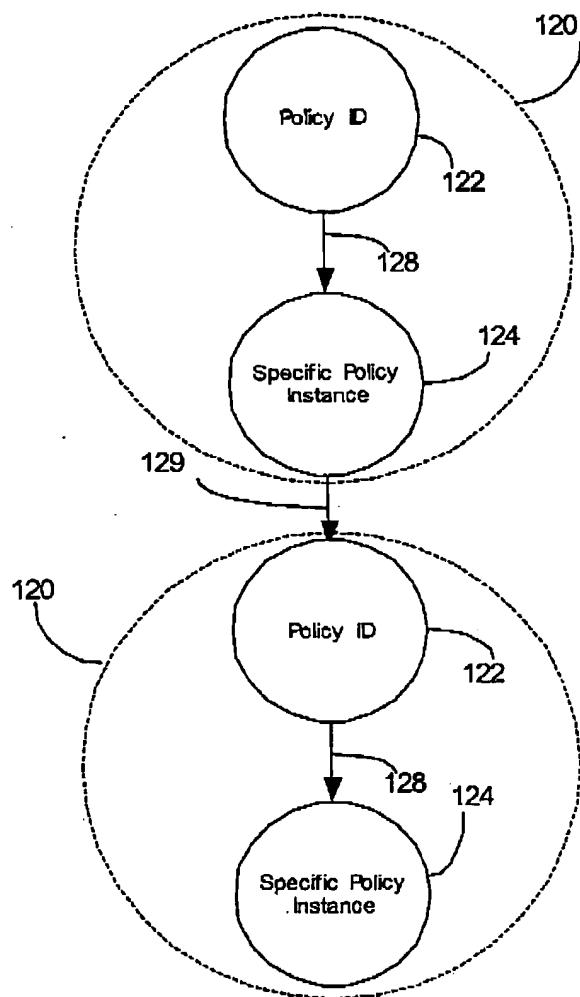


Figure 4

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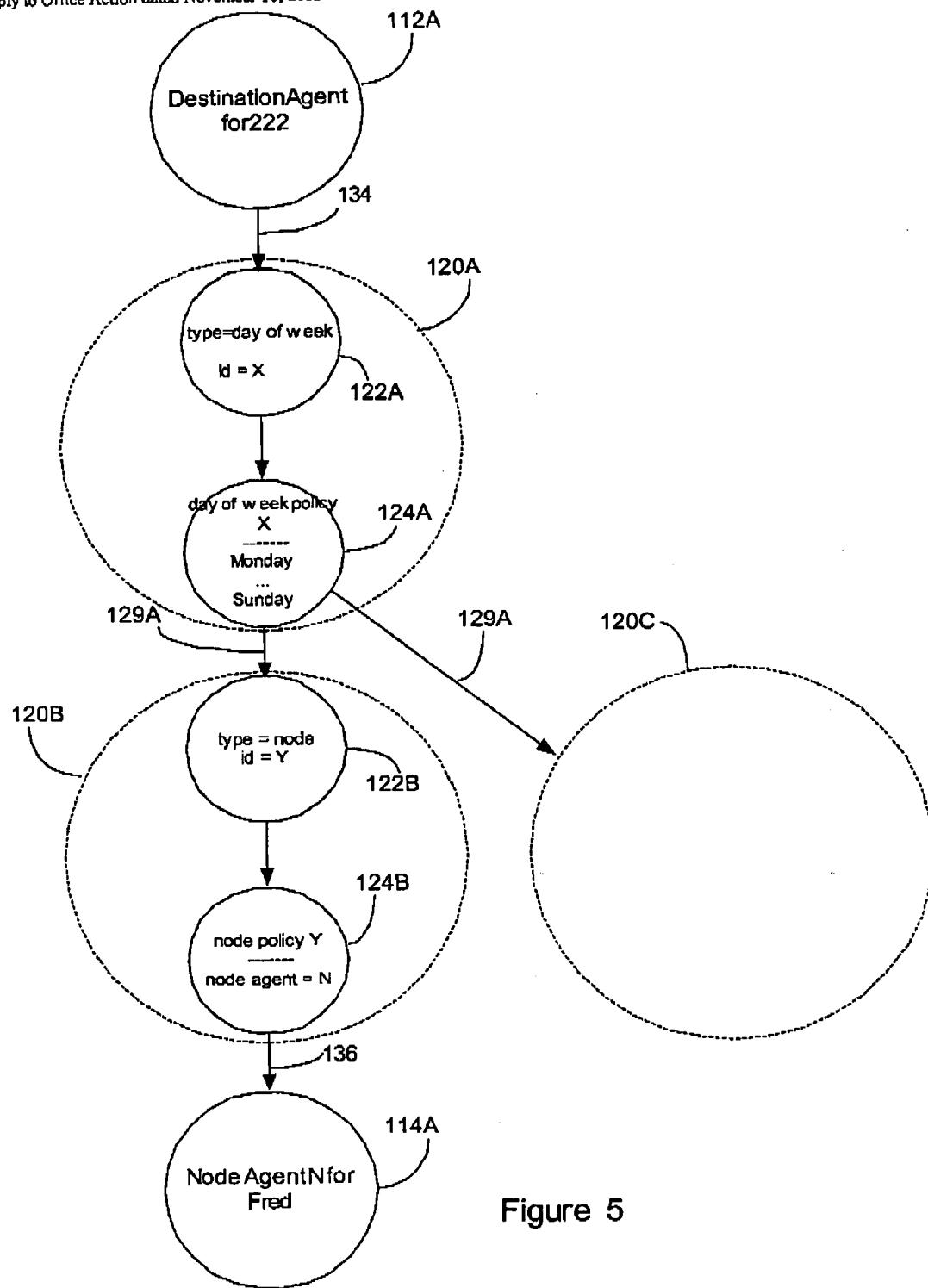


Figure 5

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**Types of Policy in Policy ID:**

- Time of Day Policy
- Day of Week Policy
- Date Policy
- Calling Line ID Policy
- Group Policy
- Node Policy
- Device Policy

**Policies in Policies****Selection Policy in Group Policy:**

- terminal
- circular
- broadcast
- longestidle

**Destination Policy in Node Policy**

- based on which destination was used to reach this node can choose a different policy path

Figure 6A

Figure 6B

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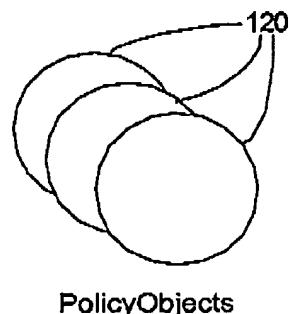
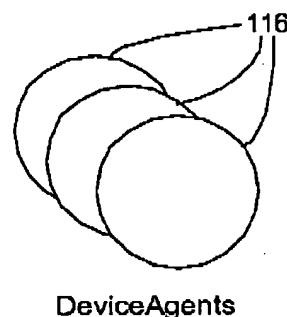
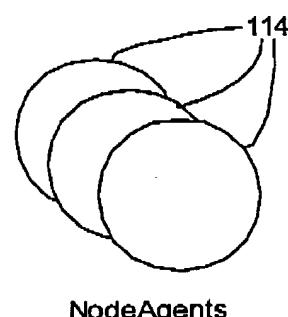
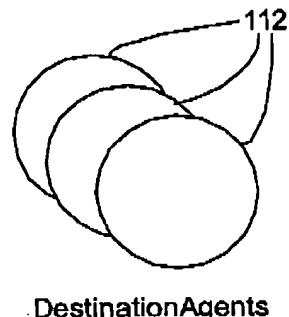
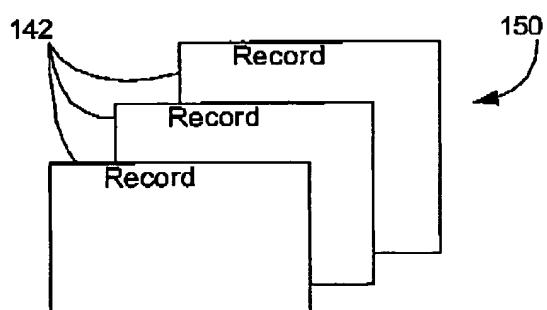
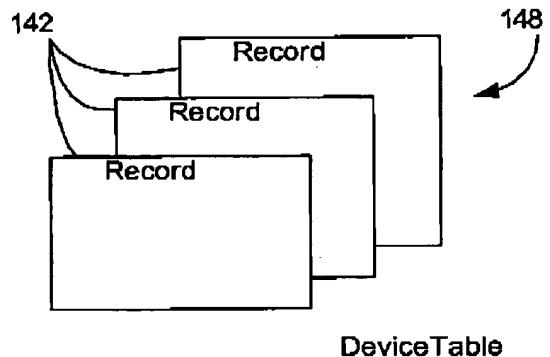
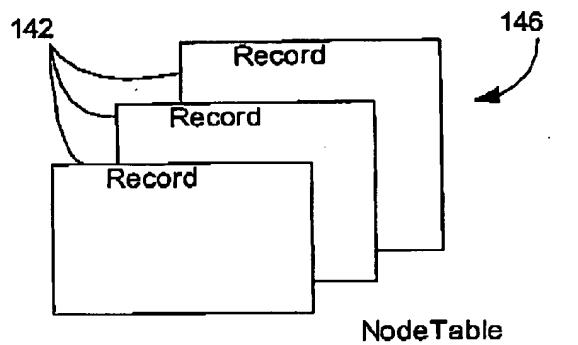
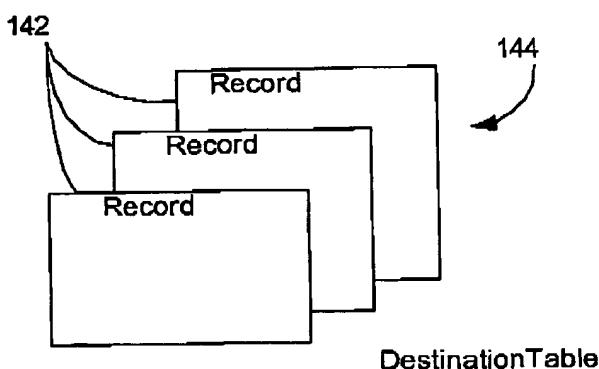


Figure 7

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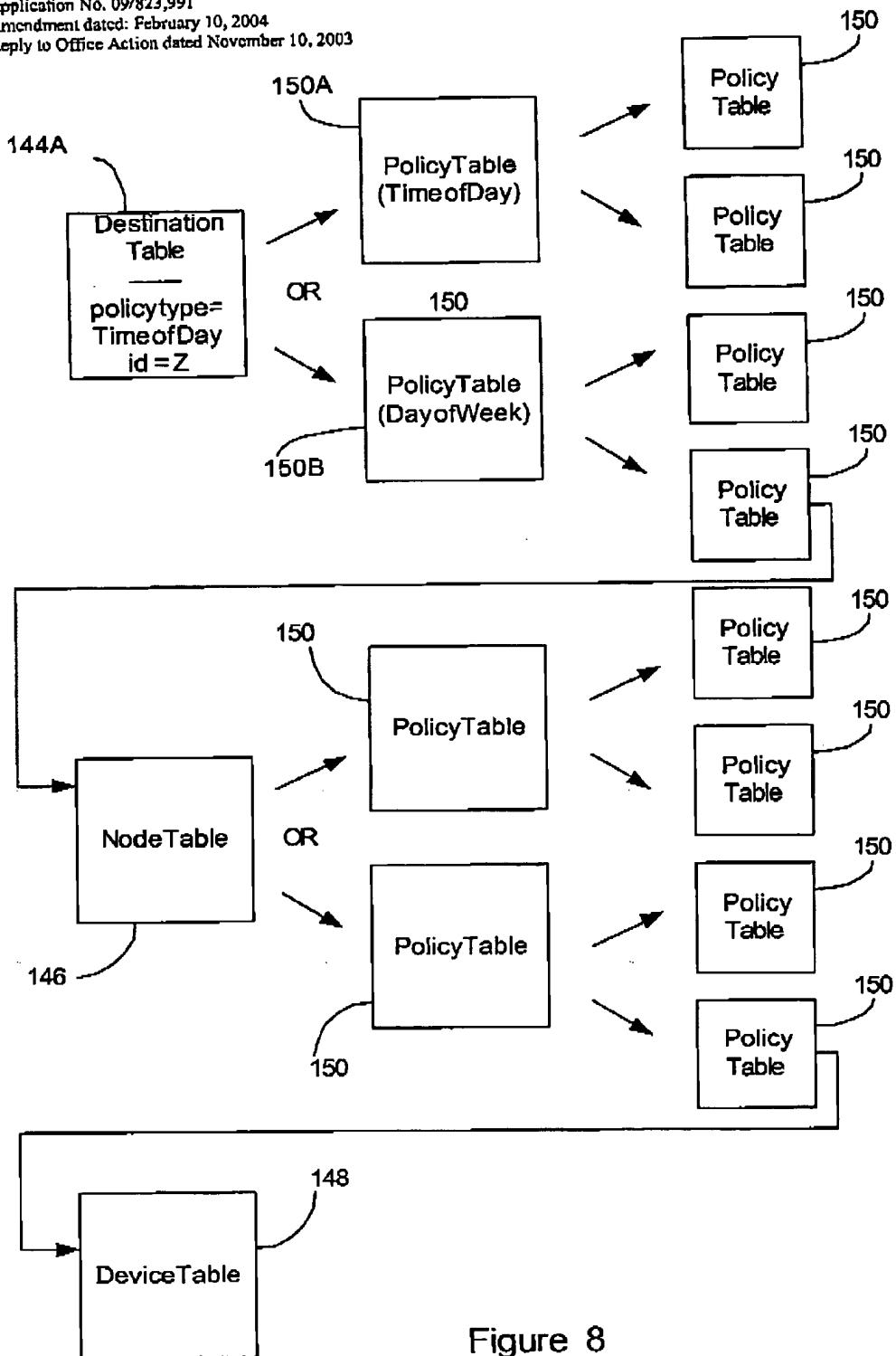


Figure 8

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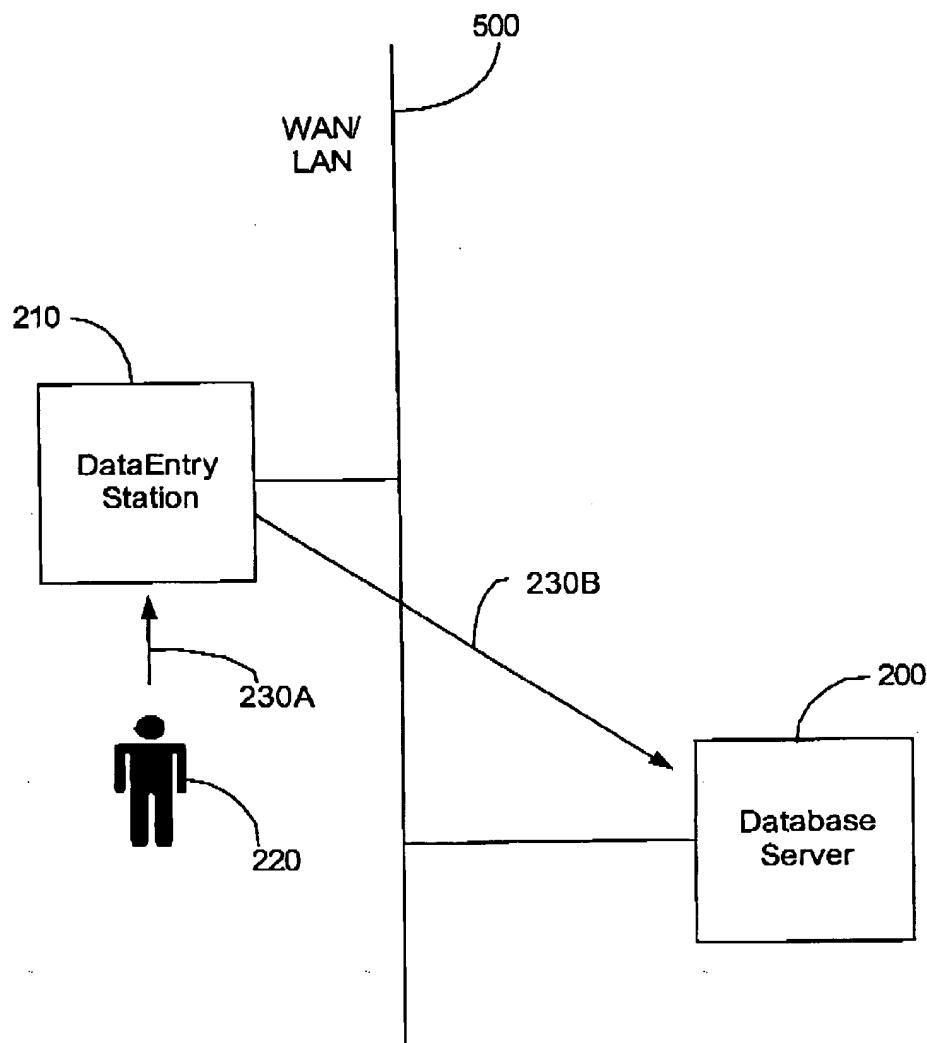


Figure 9

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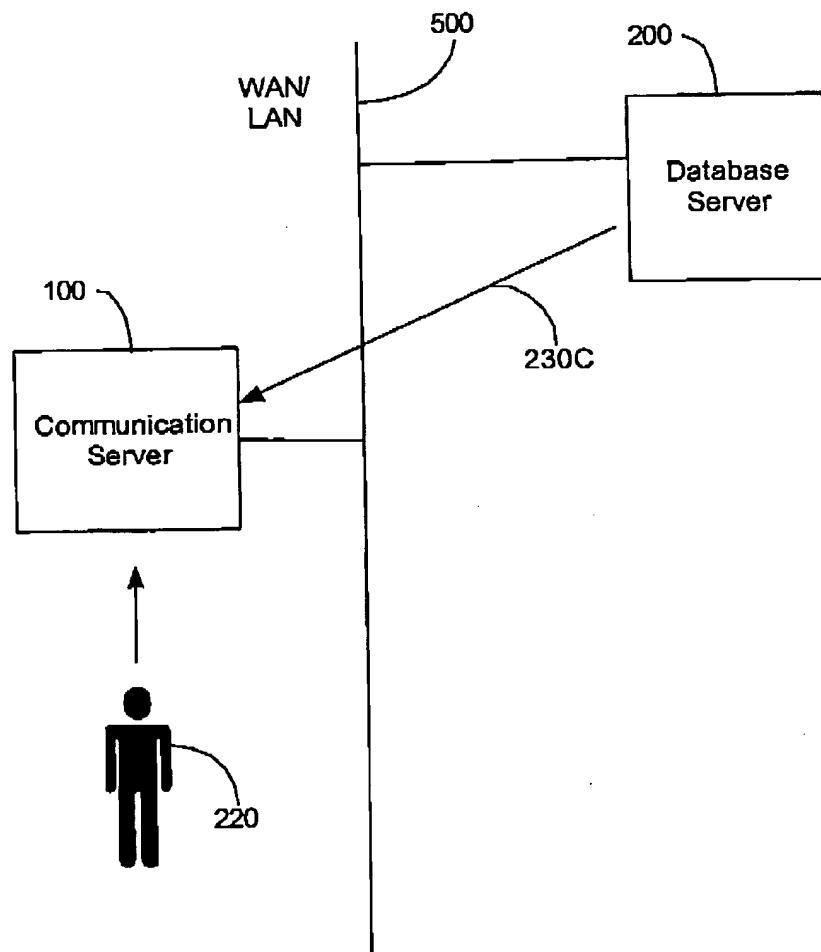


Figure 10

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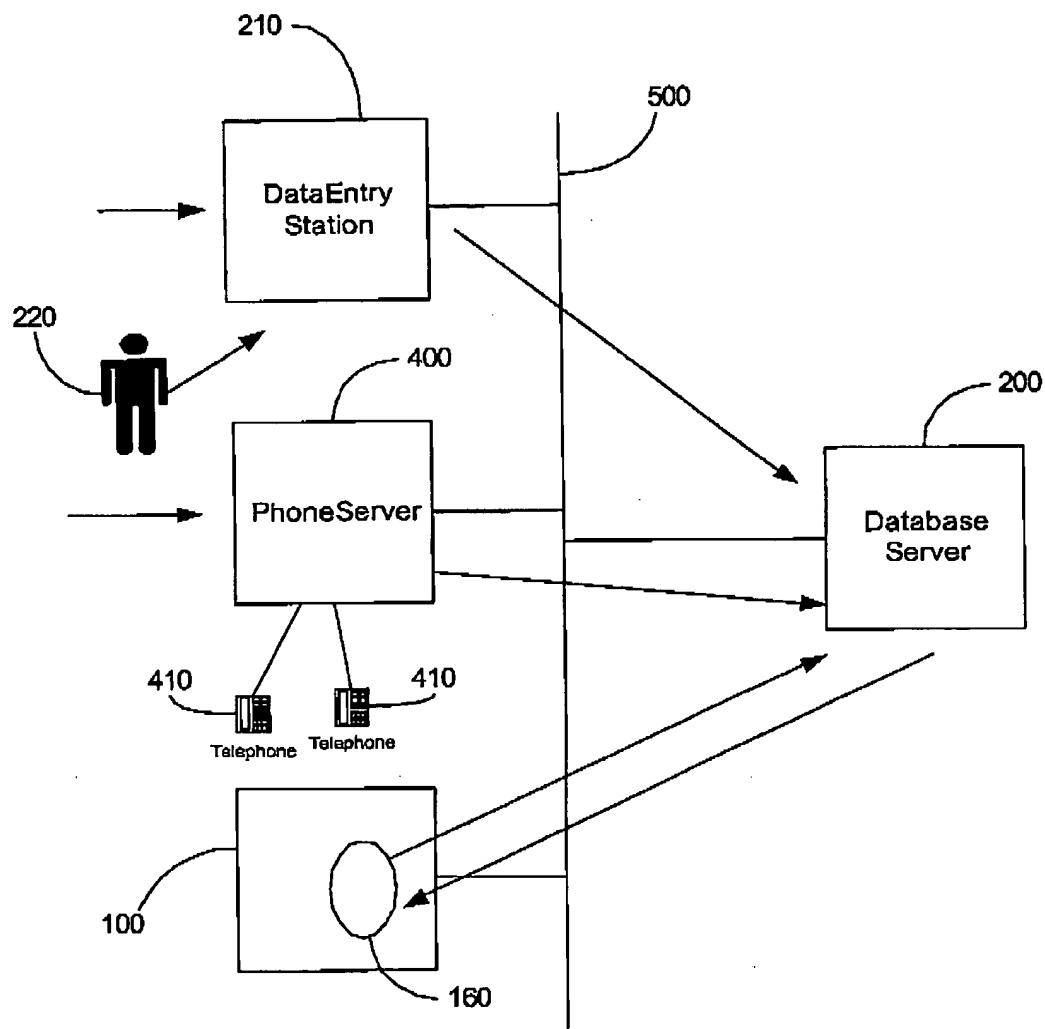


Figure 11

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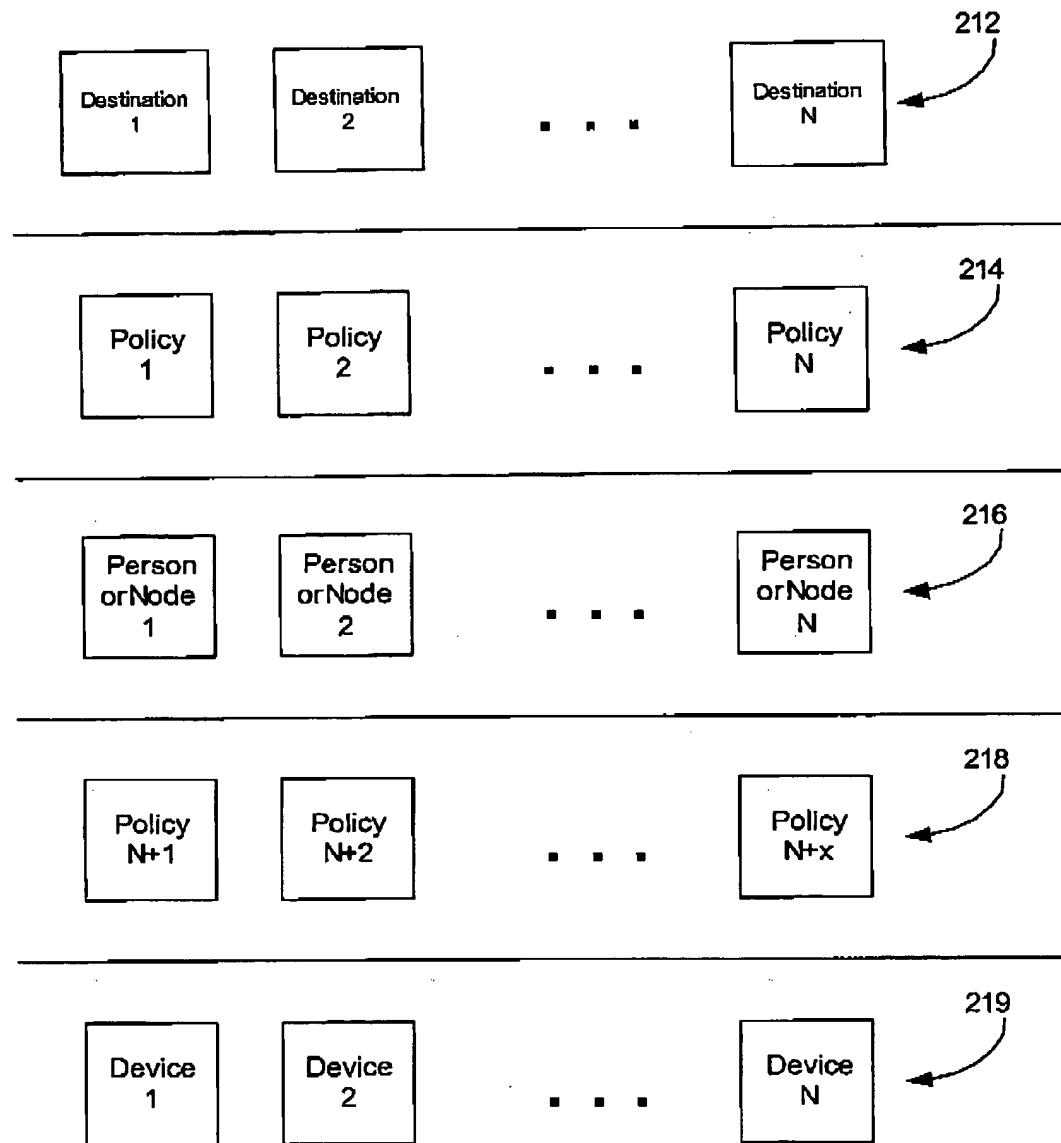


Figure 12

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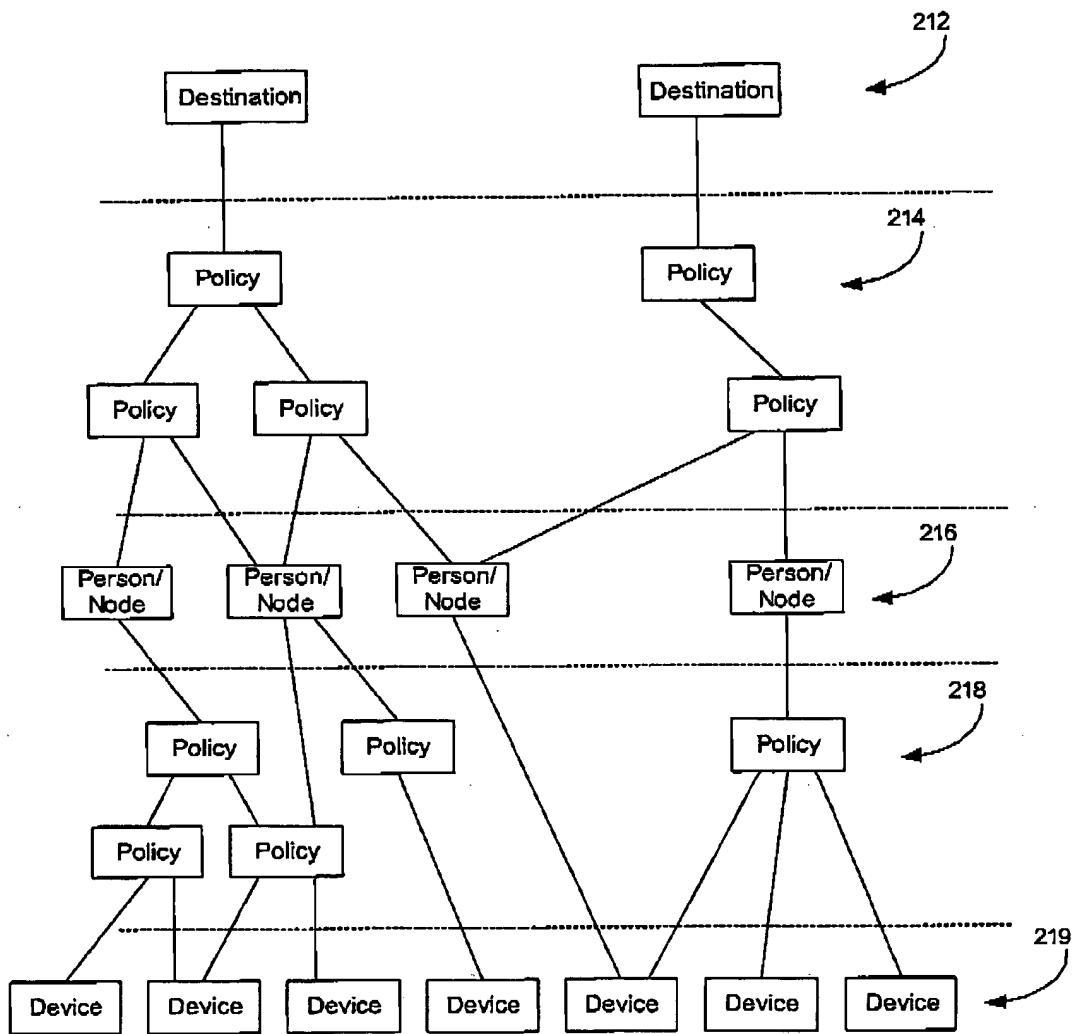


Figure 13

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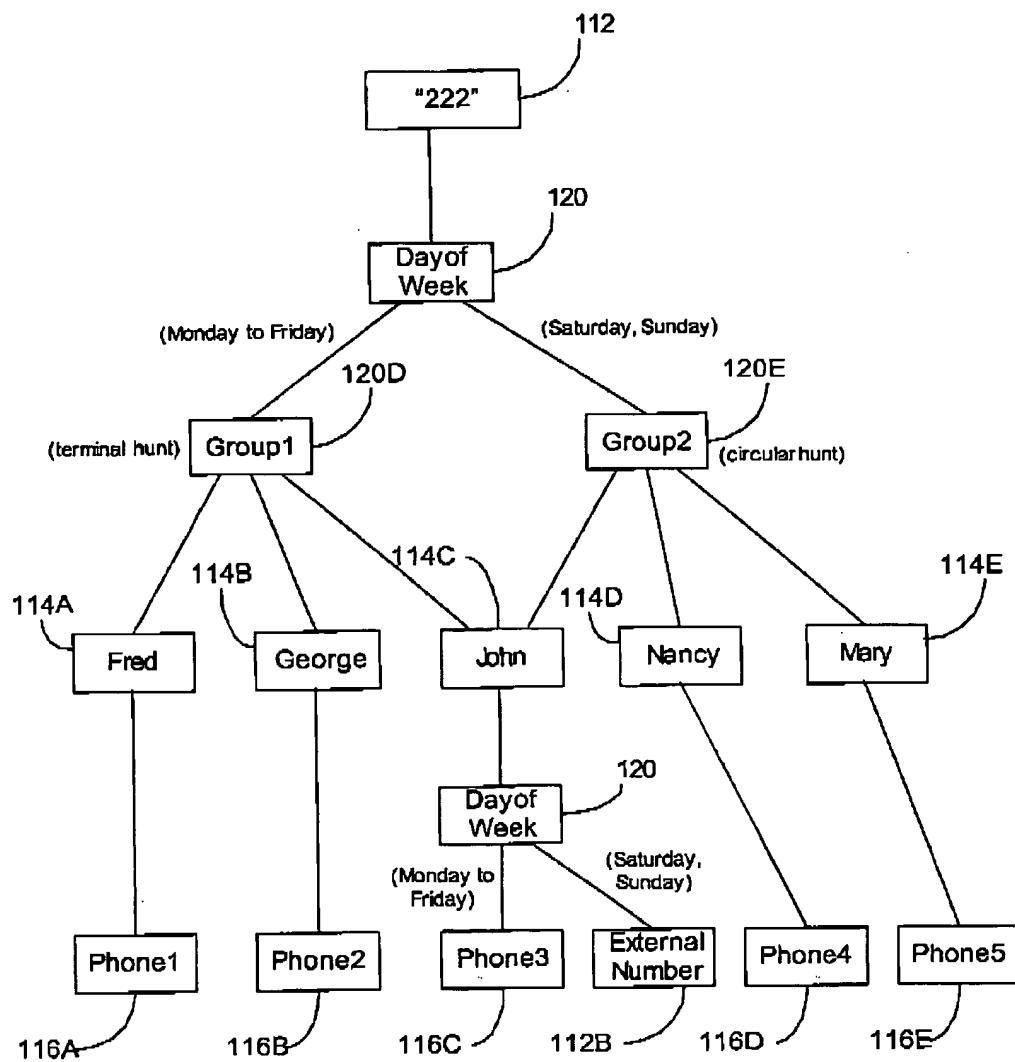


Figure 14

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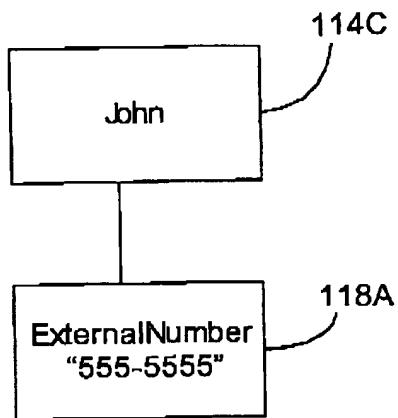


Figure 15A

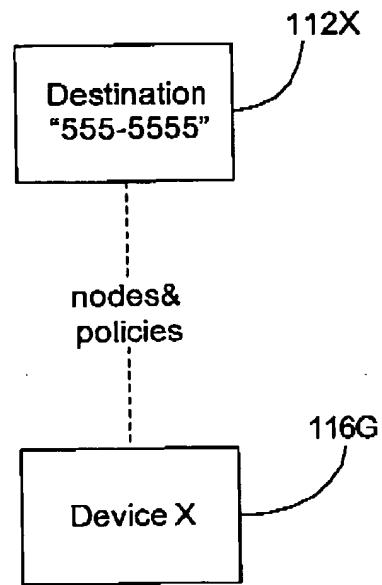


Figure 15B

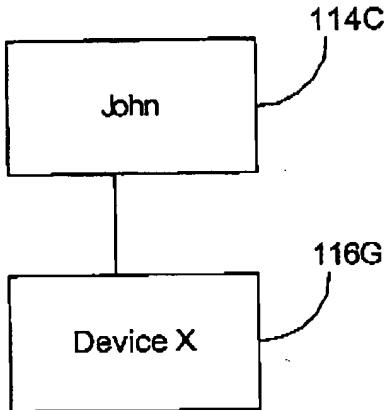


Figure 15C

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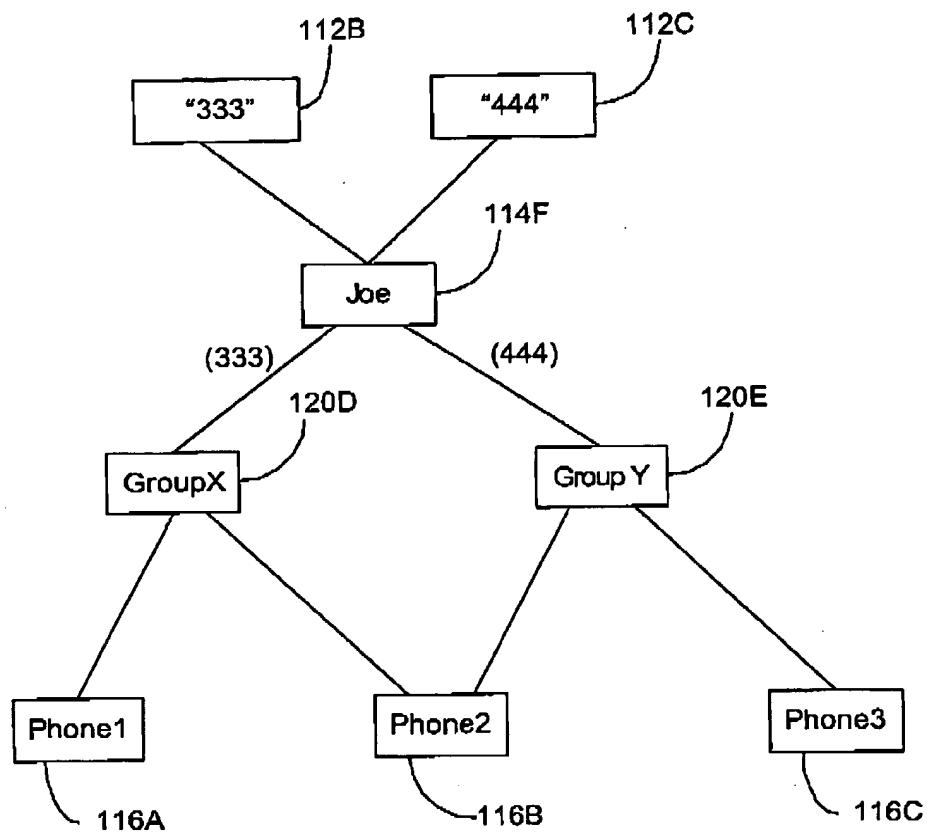


Figure 16

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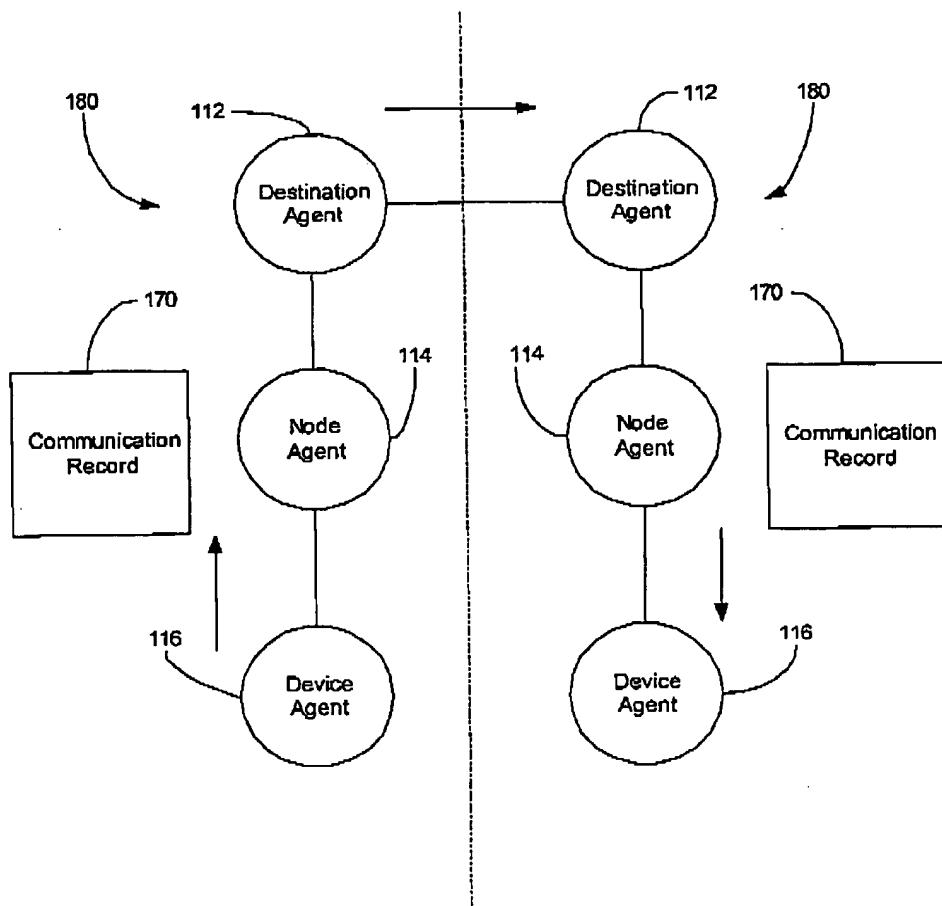


Figure 17

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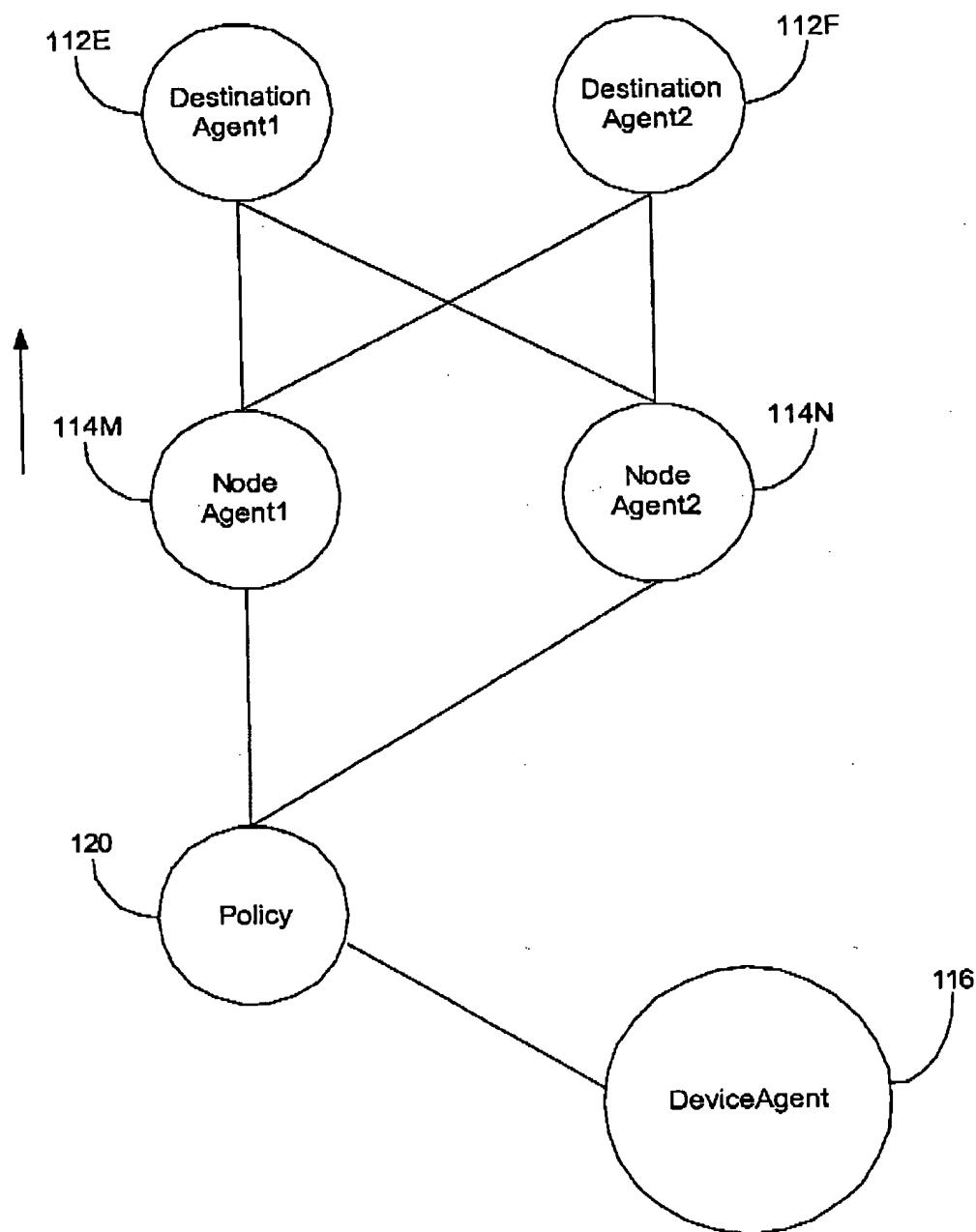


Figure 18

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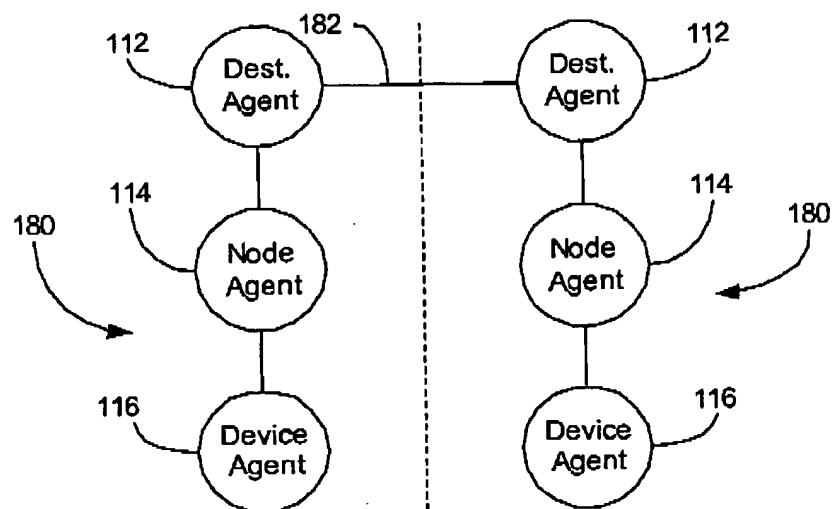


Figure 19A

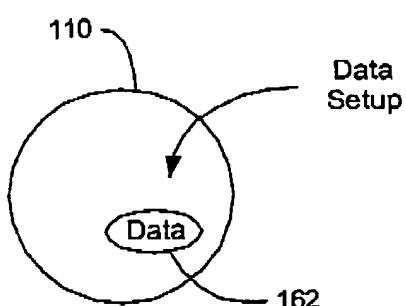


Figure 19B

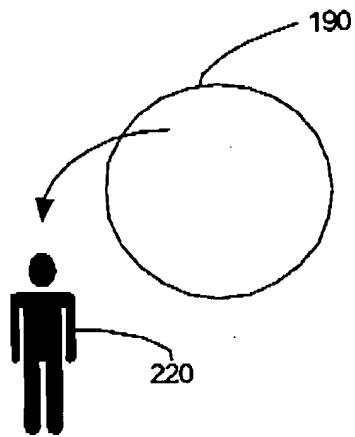


Figure 19C

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**Type 1 Features**

- Hold
- Transfer
- Hot Line
- Call Forward
- Conference
- Swap
- Camp On
- Queue
- Call Park

**Type 2 Features**

- Turn on/off Do Not Disturb
- Turn on/off Forwarding
- Change Forwarding Destination
- Program Speed Calls

**Type 3 Features**

- Auto Attendant
- Voice Mail
- In Queue VR
- Log In

Figure 20A

Figure 20B

Figure 20C

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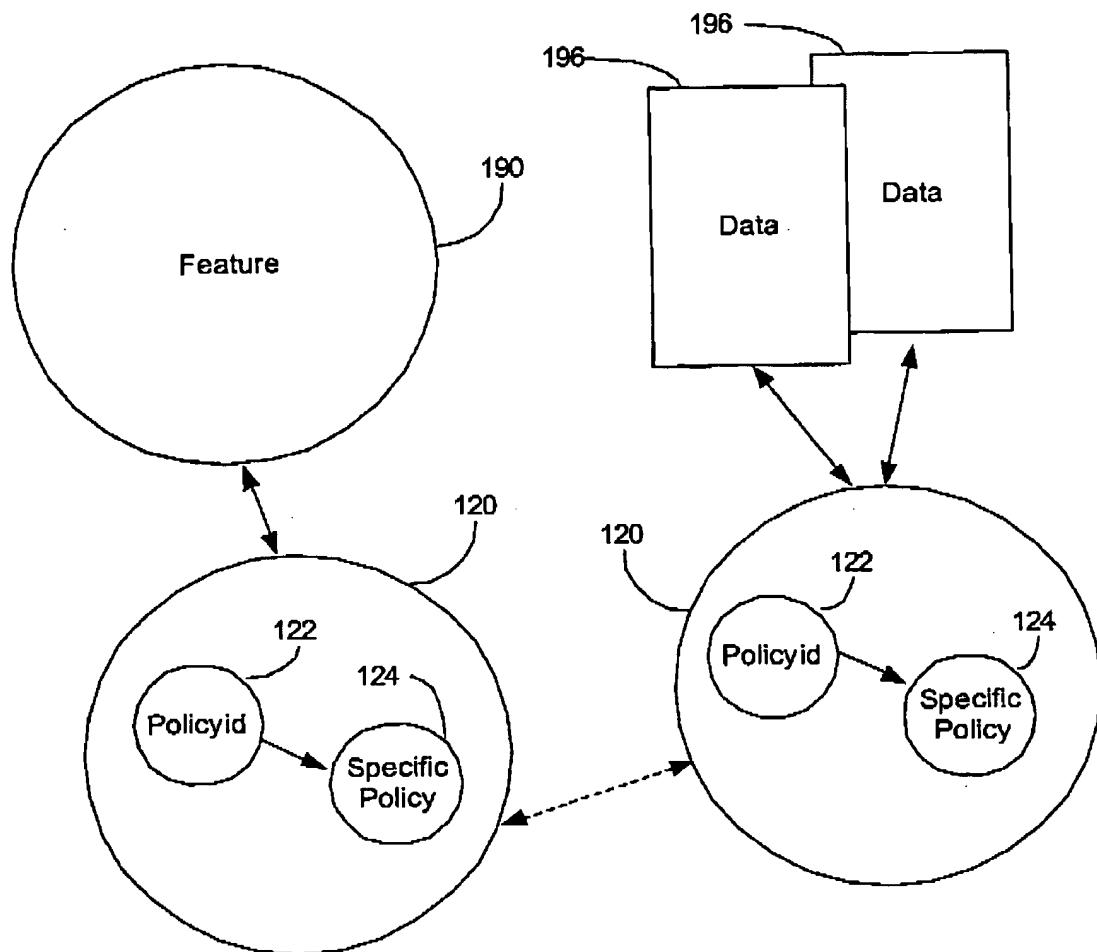


Figure 21

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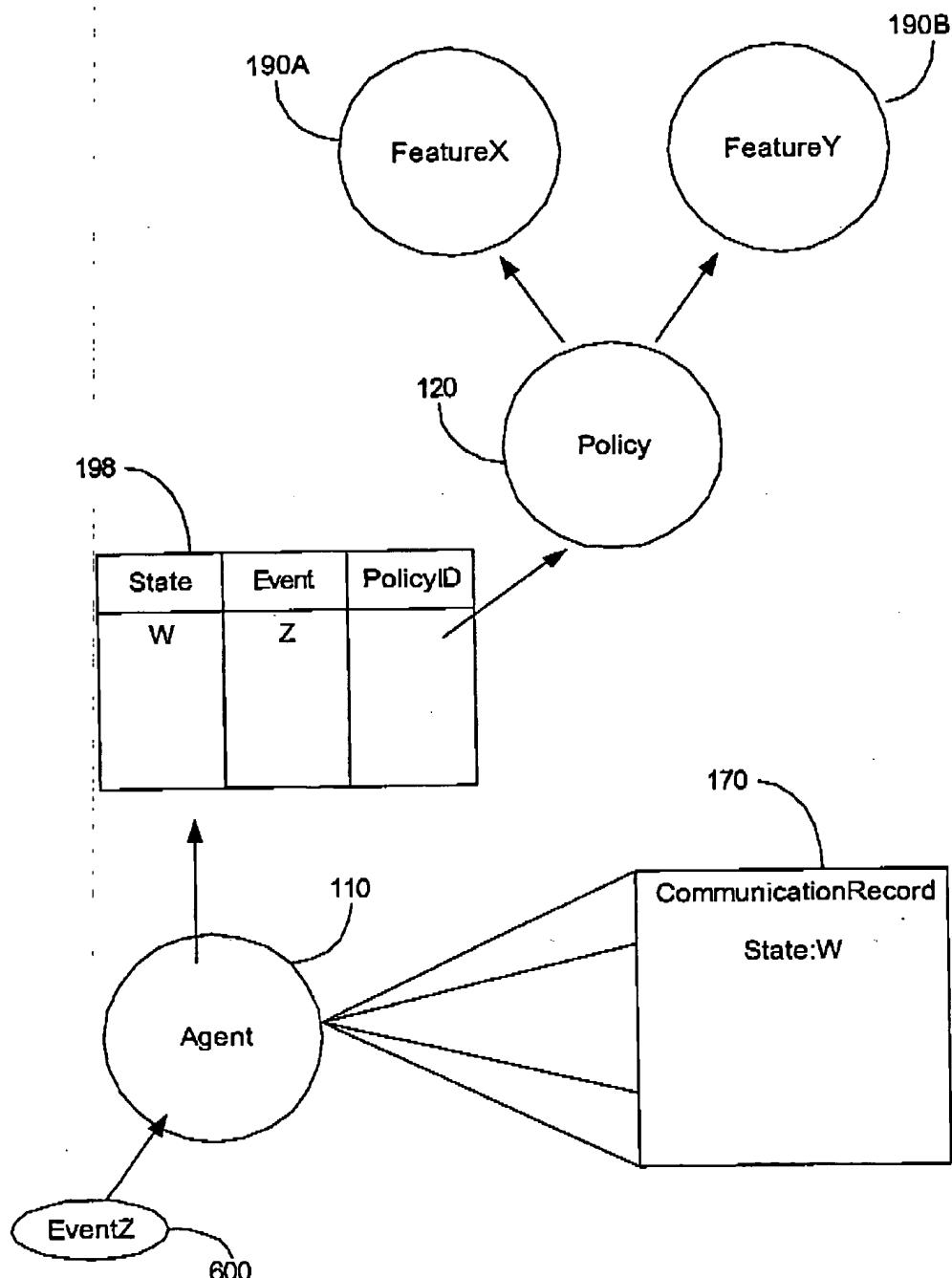


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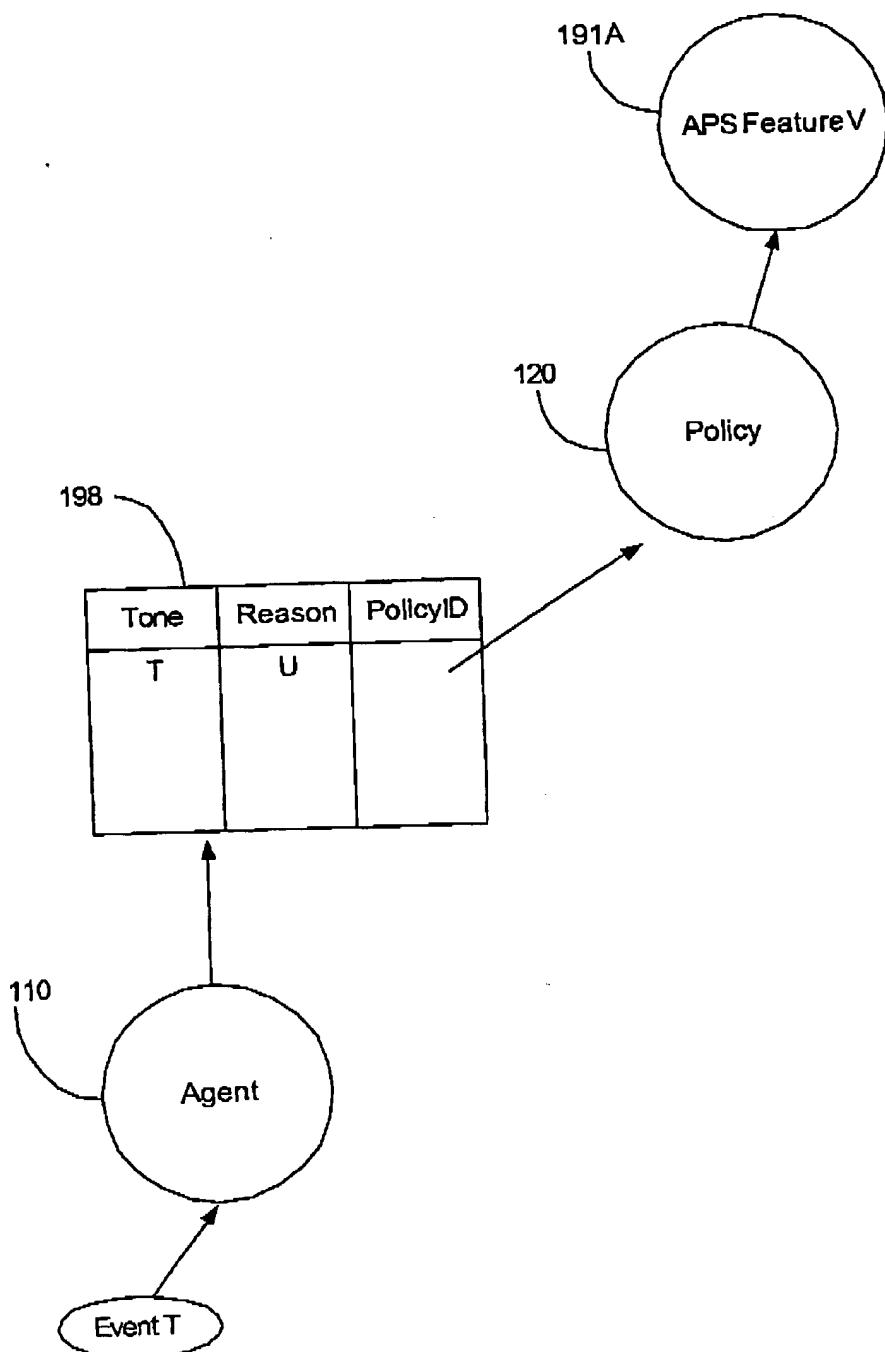


Figure 23